

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

Optional telephone features are non-basic telecommunication services and exempt from action or review by the Kentucky Public Service Commission as set forth in KRS 278.541 and KRS 278.544. This page is filed with the Commission pursuant to KRS 278.544(2).

A13.9 Custom Calling Services (Cont'd)

A13.9.1 General (Cont'd)

A. Call Waiting (Cont'd)

Before a call is initiated the Call Waiting subscriber may, by dialing a code, activate the cancel feature and Call Waiting is then made inoperative on the first call initiated by the subscriber immediately following activation of the cancel feature. The cancel feature may also be activated after a call is established if the customer subscribes to flat rate Three-Way Calling. Call Waiting is restored automatically on termination of the call. During the time the cancel feature is activated, incoming callers receive a busy tone.

B. Call Forwarding Variable

Provides for transferring incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred. Satisfactory transmission levels cannot be assured on calls forwarded outside of the local calling area.

C. Three-Way Calling

Permits an existing call to be held, and by dialing, a second local or toll telephone call can be established and added to the connection. Normal transmission performance cannot be assured on all calls.

D. Speed Calling

Provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. The arrangement available has an eight (8-code) and thirty (30-code) number capacity.

E. Call Forwarding Busy Line

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premises other than the provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order.

F. Call Forwarding Don't Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

G. Customer Control of Call Forwarding Busy Line^(T)

This feature provides a customer the Call Forwarding Busy Line feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes. The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order.

H. Customer Control of Call Forwarding Don't Answer^(T)

This feature provides a customer the Call Forwarding Don't Answer feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes. The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

I. Call Forwarding Don't Answer - Ring Control (CFDA-RC) - This feature provides for calls incoming to a subscriber's idle directory number to be forwarded to another telephone number after a customer-controlled interval expressed in either ring cycles or seconds, depending on specific technology involved. The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such change is subject to normal service order charges. CFDA-RC is available only where facilities permit, and provides the customer with the capability to change the interval after which forwarding occurs. Such change is made at the convenience of the customer, and is not subject to service order charges. After establishment of service, the interval cannot be changed via service order.

Note 1: Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)



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A13.9 Custom Calling Services (Cont'd)

A13.9.1 General (Cont'd)

J. Call Forwarding Multipath

This feature provides customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control of Call Forwarding Busy Line¹, Customer Control of Call Forwarding Don't Answer¹, Call Forwarding Variable, or Remote Access to Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another telephone number. (T)

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks, 10 calling paths will be provided at no charge. For a hunting arrangement greater than 10 lines/trunks, additional paths (in excess of the 10 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature, each call will be forwarded at the completion of each ring cycle. A Secondary Service Charge will apply to requests to increase or decrease the number of calling paths. The Service Charge will not apply for the first sixty (60) days following the effective date of this tariff.

K. Remote Access - Call Forwarding Variable

This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forwarded-to telephone number.

L. Call Waiting ID - This service allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.

The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.

The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation and maintenance of the ADSI-compatible CPE and its technical capability to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Tariff. Such features must be ordered separate from Call Waiting ID.

Note 1: Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)

(M)



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A13.9 Custom Calling Services (Cont'd)

A13.9.1 General (Cont'd)

- M.** Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is an intra-switch call. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber. (M1)
- N.** Star 98 Access – This feature allows a subscriber to dial *98 to access a service such as their voice mail service. (M1)

(M1)

(M1)

(M1)

(M2)

M1 - Material appearing on this page previously appeared on page(s) 3.0.1 of this section.

M2 - Material previously appearing on this page now appears on page(s) 3.2 of this section.



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A13.9 Custom Calling Services (Cont'd)

A13.9.2 Provision Of Service

- (T)
- (M) A. The services are limited to those areas served by central offices arranged for Custom Calling Services. Call Forwarding feature enhancements, Usage Sensitive Three-Way Calling and the cancel feature for Call Waiting are available only in central offices where the capability exists and has been implemented.
- (M) B. The services are furnished only in connection with individual line service. The service is not available in connection with Centrex Type Services, Prestige Communications Service, Prestige Deluxe service private branch exchange or coin telephone service.
- (M) C. In addition to the "Monthly Rate" following, for calls forwarded outside the Local Calling Area on a toll network, the Call Forwarding customer is responsible for the applicable toll charges specified in this Tariff or any other applicable tariff for the duration of each call answered, even though such calls might not be accepted at the answering location after their charge conditions are explained. For calls forwarded inside the Local Calling Area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this Tariff, as appropriate, for each call answered at the answering location. In all cases, the charge for that portion of a subject call between the originating station line and the call forwarding location shall be the charge specified in this Tariff or any other applicable tariff for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location. This portion of the call may be billed to the originating station line, third number¹, collect¹ or any other special identification number, if appropriate for the type of call involved.
- (T) D. Call Forwarding On PBX Trunks
- (M) Call Forwarding is offered for use with PBX trunks subject to the following limitations:
- (M) 1. It may be provided only when compatible with the equipment configuration at the customer's premises.
- (M) 2. It is available only on two-way trunks.
- (M) 3. It is not available with Direct Inward Dialing trunks.
- (M) 4. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
- (M) 5. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding feature.
- (M) 6. When calls are being forwarded inter-office, only one call can be forwarded at a time.
7. Call Forwarding can be sequentially forwarded in a chain across lines within a central office a maximum of five times.
- E. Speed Calling On PBX Trunks
- This feature is available on a per trunk equipped basis.
- F. Speed Calling On Outward WATS Lines.
- This feature is available on a per line equipped basis and is limited to one Speed Calling list per Outward WATS facility group.
- (T) G. Except during periods of special promotions offered pursuant to A2.10 or where Call Waiting ID is provided as part of some other tariffed offering, the service charge for establishment of Call Waiting ID on the customer's line and one month's recurring charge for Call Waiting ID will be waived for the first sixty (60) days of availability in each area. Terms of such special promotions or other tariffed offerings as relating to Call Waiting ID will be applied during any period of coincidence between such special promotions or offerings and the first sixty days of availability of Call Waiting ID in a particular area.
- (T) H. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- (T) I. Subscribers to Call Waiting ID must have Touch-Tone service.

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number, Payphone, Branch Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.



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A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates

A. Residence

1. Individual Features

	Monthly Rate	USOC	
(a) Call Waiting ¹	\$10.99	ESX	
(b) Call Forwarding Variable ¹	9.00	ESM	
(c) Three-way Calling ¹	9.00	ESC	
(d) Speed Calling (8-code) ¹	9.00	ESL	
(e) Speed Calling (30-code) ¹	9.00	ESF	
(f) Call Forwarding Busy Line ¹	2.00	GCE	
(g) Call Forwarding Don't Answer ¹	1.50	GCJ	
(h) Customer Control of Call Forwarding Busy Line ^{1,3}	3.50	GJP	(T)
(i) Customer Control of Call Forwarding Don't Answer ^{1,3}	4.00	GJC	(T)
(j) (DELETED)			
(k) (DELETED)			
(l) (DELETED)			
(m) Remote Access - Call Forwarding Variable ¹	7.00	GCZ	
(n) Call Forwarding Don't Answer - Ring Control ¹	1.50	GCJRC	
(o) Call Waiting ID ¹	10.99	ESXD+	
(p) Three-Way Calling with Transfer ^{1,2}	9.00	ESCWT	

Note 1: Monthly rate per central office line equipped.

Note 2: Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

Note 3: Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)



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A13.19 TouchStar Service (Cont'd)

A13.19.2 Definitions Of Feature Offerings (Cont'd)

G. Caller ID - Basic (Cont'd)

If the incoming call is from a caller who subscribes to RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted will always be the main number of the hunt group unless the calling number is Telephone Number (TN) identified within the group.

Calling number information via Caller ID - Basic is not available on operator handled calls.

H. Caller ID a.k.a. Caller ID Deluxe (Name and Number Delivery)¹

(T)

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

When Caller ID is activated on a customer's line, the calling party Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID customer.

Caller ID also includes Anonymous Call Blocking (ACB) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Blocking regardless of the current state of the Anonymous Call Blocking customer's line (e.g., off hook or idle).

(T)

Subsequent to establishment of Caller ID Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Calling party name and/or telephone number information via Caller ID is not available on operator handled calls.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number and name information transmitted will be associated with the main number in the hunt group, unless, facilities permitting, the lines within the group are TN (Telephone Number) identified.

If the incoming call is from a caller served by a PBX, generally only the main listed name of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a caller who subscribes to RingMaster service the telephone number and name transmitted will always be the main number, rather than the RingMaster service number.

If the incoming call originates from a customer provided pay telephone, the name information transmitted will always be "Pay Phone".

Note 1: Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers. (N)



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A13.19 TouchStar Service (Cont'd)

A13.19.3 Regulations And Limitations Of Service (Cont'd)

A. The Following Limitations Apply (Cont'd)

8. Optional Calling Number Delivery Blocking - Permanent is available upon request, at no charge to residential subscribers of Non-Published Listing Service as described in A6. of this Tariff and, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted. This includes lines at the residences of employees/volunteers where the head of the agency certifies to local Company management a need for blocking based upon health and safety concerns: (a) established shelters of domestic intervention and agencies which deal with domestic violence, (b) federal, state and local law enforcement agencies.
9. Calling party information via Caller ID - Basic, Caller ID - Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management, or Call Tracking is not available on operator handled calls.
10. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5 of this Tariff
11. TouchStar service features are not available on trunks except as specifically noted in A13.19.3.A.2 and 15 following.
12. Telephone numbers/names transmitted via Caller ID Basic, Caller ID – Deluxe¹, Enhanced Caller ID, Enhanced Caller ID with Call Management, or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited by this Tariff, except the caller's numbers may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others. (T)
13. TouchStar service can be suspended as specified in A2.3.16 of this Tariff. During the period of suspension, no recurring charge applies.
14. Per Activation Call Return, Repeat Dialing, Denial of Per Activation Call Return and Denial of Per Activation Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

Note 1: Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers. (N)



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A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates

A. Individual Features

1. Residence

	Nonrecurring Charge	Monthly Rate	USOC	
(a) Call Return (per line)	-	\$9.00	NSS	
(b) Call Return (per activation)	\$2.00	-	NA	
(c) Call Return (denial of per activation) ¹	-	-	BCR	
(d) Repeat Dialing (per line)	-	6.00	NSQ	
(e) Repeat Dialing (per activation)	2.00	-	NA	
(f) Repeat Dialing (denial of per activation) ¹	-	-	BRD	
(g) BusyConnect (per activation) ²	2.00	-	NA	
(h) Personalized Ring 6 (per line)		6.00	NSK	
(i) Selective Call Forwarding (per line)		6.00	NCE	
(j) Call Block (per line)		9.00	NSY	
(k) Call Tracing (per line)		6.00	NST	
(l) Caller ID - Basic (per line)		9.99	NSD	
(m) Caller ID - <i>Deluxe</i> (with Anonymous Call Blocking) (per line)		9.99	NXMCR	(T)
(n) (DELETED)				(D)
(o) Anonymous Call Blocking (per line)		7.00	HBV	
(p) Calling Number Delivery Blocking - Permanent ^{1,3} (Per Line) (Agency)		-	NOB	
(q) Calling Number Delivery Blocking - Per Call		-	NA	
(r) Calling Number Delivery Blocking - Permanent Per Line (Non-Published Listing Customers) ^{1,3}		-	NOBNN	

B. (DELETED)

Note 1: Neither denial of Call Return per activation, denial of Repeat Dialing per activation or Calling Number Delivery Blocking - Permanent should be included in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

Note 2: Denial of per activation BusyConnect can be obtained using the Repeat Dialing Denial of Per Activation USOC BRD.

Note 3: Calling Number Delivery Blocking - Permanent is only available to subscribers of Non-Published Listing Service as described in A6.4.1 or special agencies as defined in A13.19.3.A.8.

